



# QUESTIONNAIRE RESULTS

Category 1: Leadership		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
1a)	I know my organization's mission (what it is trying to accomplish).	0%	2%	3%	32%	63%
1b)	My senior (top) leaders use our organization's values to guide us.	5%	12%	15%	38%	30%
1c)	My senior leaders create a work environment that helps me do my job.	3%	15%	16%	48%	18%
1d)	My organization's leaders share information about the organization.	1%	11%	14%	48%	25%
1e)	My senior leaders encourage learning that will help me advance in my career.	1%	16%	15%	34%	34%
1f)	My organization lets me know what it thinks is most important.	0%	9%	15%	52%	24%
1g)	My organization asks what I think.	5%	13%	21%	41%	20%

Category 2: Strategic Planning		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
2a)	As it plans for the future, my organization asks for my ideas.	8%	19%	19%	37%	16%
2b)	I know the parts of my organization's plans that will affect me and my work.	2%	10%	19%	46%	23%
2c)	I know how to tell if we are making progress on my work group's part of the plan.	2%	14%	12%	45%	27%

Category 3: Customer and Market Focus		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
3a)	I know who my most important customers are.	0%	1%	4%	42%	52%
3b)	I keep in touch with my customers.	0%	2%	9%	54%	34%
3c)	My customers tell me what they need and want.	0%	5%	17%	52%	26%
3d)	I ask if my customers are satisfied or dissatisfied with my work.	0%	10%	15%	44%	30%
3e)	I am allowed to make decisions to solve problems for my customers.	1%	9%	8%	46%	36%

Category 4: Information and Analysis		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
4a)	I know how to measure the quality of my work.	0%	7%	10%	52%	31%
4b)	I know how to analyze (review) the quality of my work to see if changes are needed.	0%	6%	11%	50%	32%
4c)	I use these analyses for making decisions about my work.	0%	9%	16%	46%	29%
4d)	I know how the measures I use in my work fit into the organization's overall measures of improvement.	4%	17%	16%	39%	23%
4e)	I get all the important information I need to do my work.	5%	22%	21%	35%	16%
4f)	I get the information I need to know about how my organization is doing.	5%	18%	19%	40%	18%

Category 5: Human Resource Focus		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
5a)	I can make changes that will improve my work.	0%	5%	13%	50%	33%
5b)	The people I work with cooperate and work as a team.	1%	11%	15%	45%	28%
5c)	My boss encourages me to develop my job skills so I can advance in my career.	1%	12%	15%	31%	40%
5d)	I am recognized for my work.	1%	10%	16%	43%	30%
5e)	I have a safe workplace.	0%	2%	7%	42%	48%
5f)	My boss and my organization care about me.	1%	11%	18%	39%	30%

Category 6: Process Management		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
6a)	I can get everything I need to do my job.	2%	19%	19%	45%	14%
6b)	I collect information (data) about the quality of my work.	1%	11%	17%	52%	19%
6c)	We have good processes for doing our work.	4%	22%	21%	39%	14%
6d)	I have control over my work processes.	1%	11%	21%	43%	24%

Category 7: Business Results		Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree
7a)	My customers are satisfied with my work.	0%	2%	17%	61%	20%
7b)	My work products meet all requirements.	0%	8%	23%	55%	14%
7c)	I know how well my organization is doing financially.	3%	9%	10%	40%	38%
7d)	My organization uses my time and talents well.	3%	24%	16%	42%	15%
7e)	My organization removes things that get in the way of progress.	7%	28%	29%	29%	7%
7f)	My organization obeys laws and regulations.	0%	2%	3%	30%	64%
7g)	My organization has high standards and ethics.	1%	6%	10%	28%	54%
7h)	My organization helps me help my community.	4%	12%	18%	31%	36%
7i)	I am satisfied with my job.	3%	9%	12%	42%	34%

A TOTAL OF 202 RESPONDENTS HAVE COMPLETED THIS QUESTIONNAIRE